

ISABELLA COUNTY RESTORATION HOUSE CASE MANAGER

Application Instructions

Please send a letter of application and a current resume including the name and contact information for three references to ICRH Personnel at ICRH@icrhouse.org, or mail to 120 S. Pine Street, Mt. Pleasant, MI 48858. **PLEASE NOTE:** all letters of application and resumes must be submitted through email or USPS and received by Friday, July 29, 2022.

Classification: Part-time

Description of Responsibilities

The Case Manager provides case management and crisis intervention services to shelter guests with a goal of moving families into housing as quickly as possible. This includes networking with community organizations in order to provide referrals necessary for program participants to obtain housing and achieve overall stability. Case Management activities include but are not limited to conducting an extensive guest intake with each guest, documenting case notes for the guest file, entering guest information in HMIS, developing a housing and self-sufficiency plan for each guest, and connecting guests with community services to support their self-sufficiency plan. The Case Manager will serve as a part of the management team for ICRH and report to the Executive Director. This is a part-time position, hours to vary based on need and will include evenings and weekends, with an average of 25-30 hours per week.

Duties

- Meet with each guest within three days of their initial intake
- Complete HMIS guest data and maintain accurate entry into the database
- Conduct an extensive intake to assist with their personal housing and self-sufficiency plan
- Provide guests with linkages and education of other assistance such as mental or physical health treatment, and legal services
- Utilize the housing first philosophy, trauma informed care model and abide by NASW standards within all aspects of working with families
- Maintain case notes to document services provided to clients
- Establish a goal with each guest to work toward re-housing. Express to each guest that their progress will be reviewed monthly regarding their ability to continue residing at ICRH
- Meet with guests bi-weekly to update their progress, answer questions, and provide encouragement or problem solving as needed
- Review guest progress with the management team at weekly meetings
- Assist in tracking guest outcomes and service trends in order to promote on-going evaluation and improvement of services
- Assist with on-call rotation with the management team
- Attend committee meetings as appropriate
- Assist with crisis intervention with guests
- Approach challenging guests with understanding and compassion
- Communicate with the ICRH Executive Director about guest issues that require assistance
- Attend the weekly ICRH staff meeting during the rotational shelter season

- Coordinate with outside community groups, service agencies, housing programs, etc., for guest referral to community services
- During the Summer Season, open the day shelter for participating guests and assist with immediate needs and referral to community services
- Attend public events per the request of the ICRH Executive Director
- Actively participate with ICRH Executive Director and ICRH host sites in post-season debriefing meetings
- Other duties as assigned

Required Qualifications

- Must pass criminal background check
- Strong organizational and interpersonal skills
- Ability to focus conversations toward immediate goals
- Excellent written and oral communication skills
- Ability to work flexible schedule, including nights and weekends
- Ability to work with a wide range of personalities
- Computer literate and willing to learn new programs
- Some experience in the field of social work

Preferred Qualifications

- Master's degree
- Three years previous work in leadership and management
- Previous experience with a non-profit
- Commitment to serving those in need
- Excellent problem-solving ability
- High degree of initiative
- Genuine team player
- Ability to maintain sense of humor in a high-pressure environment
- Ability to work with a culturally diverse staff and client base
- Experience working with homeless populations is helpful